



**Healthcare Insurance
Portability and Accountability
Act (HIPAA)
National Council for
Prescription Drug Programs
(NCPDP)**

**INTEGRATED BILLING (IB)
RELEASE NOTES**

IB*2*384

July 2009

Department of Veterans Affairs
VISTA Health
Systems Design & Development

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1. Overview

The Healthcare Insurance Portability and Accountability Act (HIPAA) National Council for Prescription Drug Programs (NCPDP) Connection for Electronic Data Interchange (EDI) Pharmacy project, commonly referred to as HIPAA NCPDP or e-Pharmacy, is a collection of upgrades to Pharmacy Data Management V. 1.0, Integrated Billing (IB) V. 2.0, and Accounts Receivable (AR) V. 4.5 Veterans Health Information Systems and Technology Architecture (VISTA) software packages and a release for the new Electronic Claims Management Engine (ECME) V. 1.0 VISTA package. The goal of the HIPAA NCPDP project is to allow the VISTA software applications to electronically transmit outpatient pharmacy prescription claims to payers. It will also receive claim responses (which include drug utilization responses and warnings) on a real-time basis and in accordance with HIPAA NCPDP mandated format standards, specifically NCPDP Telecommunication Standard V. 5.1.

This patch has enhancements which extend the capabilities of the VISTA ePharmacy billing system. Below is a list of all the applications involved in this project along with their patch number:

Integrated Billing (IB) V. 2.0	IB*2*384
Electronic Claims Management Engine (ECME) V. 1.0	BPS*1*7
Outpatient Pharmacy (OP) V. 7.0	PSO*7*289
Pharmacy Data Management (PDM) V. 1.0	PSS*1*131
Consolidated Mail Outpatient Pharmacy (CMOP)	PSX*2*65

2. Integrated Billing Patch IB*2*384

2.1. Functional Changes

2.1.1. New Options

Patient Release of Information (ROI) [IBCNR RELEASE OF INFORMATION]

For third party reimbursement, a Patient Release of Information (ROI) is required before submission of claims that indicate a sensitive diagnosis. The Patient Release of Information (ROI) option supports the tracking and editing of active ROIs on file by checking for drugs that contains the new Release of Information Identifier "U" in the DEA SPECIAL HDLG field. If a claim contains a drug with the ROI Identifier, and an active ROI is not on file, then the claim will not be electronically submitted and will be marked as unbillable in Claims Tracking.. A new CLAIMS TRACKING ROI file(#356.25) documents whether an ROI is on file for a patient. The option may be invoked from the e-Pharmacy Menu with the synonym ROI.

The following file management actions are supported with the new option with examples below:

- Adding new ROIs
- Viewing existing ROIs
- Editing ROIs

Example – Add New ROI

```
Select Patient Insurance Menu Option: EPH  e-Pharmacy Menu

EHNH  Edit HIPAA NCPDP FLAG
ENP    Edit NCPDP PROCESSOR APPLICATION Sub-file
EPAY   Edit PAYER APPLICATION Sub-file
EPBM   Edit PBM APPLICATION Sub-file
EPLA   Edit PLAN APPLICATION Sub-file
EVNT   ECME Billing Events Report
MGP    Match Group Plan to a Pharmacy Plan
MMGP   Match Multiple Group Plans to a Pharmacy Plan
MTPS   Match Test Payer Sheet to a Pharmacy Plan
NON    Drugs non covered report
PSI    Group Plan Status Inquiry
PSR    Group Plan Status Report
RGPW   Group Plan Worksheet Report
ROI    Patient Release of Information (ROI)
RPP    Pharmacy Plan Report

Select e-Pharmacy Menu Option: ROI  Patient Release of Information (ROI)

Select PATIENT NAME: IBPATIENT,TWO  IBPATIENT,TWO          1-1-44      666011111
YES          SC VETERAN
Enrollment Priority: GROUP 3      Category: IN PROCESS      End Date: 10/09/2007

Patient ROI Management          Jul 28, 2008@11:32:45          Page:      1 of      1
ROI Management for Patient: IBPATIENT,TWO I1111

  S Drug          Insurance Co.          Eff Date          Exp Date
-- No ROI's on file for patient --

Enter ?? for more actions
AR  Add ROI
VR  ROI View/Edit
Select Action: Quit// A  Add ROI
CLAIMS TRACKING ROI DRUG: FENOPROFEN 300MG CAP          MS102
CLAIMS TRACKING ROI INSURANCE COMPANY: IBINSUR1          123 ANYWHERE ST
ANYTOWN          VIRGINIA          Y
CLAIMS TRACKING ROI EFFECTIVE DATE: 6/1/2008  (JUN 01, 2008)
CLAIMS TRACKING ROI EXPIRATION DATE: 5/31/2009  (MAY 31, 2009)
CLAIMS TRACKING ROI COMMENT: TESTING

Patient ROI Management          Jul 28, 2008@11:41:18          Page:      1 of      1
ROI Management for Patient: IBPATIENT,TWO I1111

  S Drug          Insurance Co.          Eff Date          Exp Date
```

1 FENOPROFEN 300MG CAP IBINSUR1 06/01/08 thru 05/31/09

Enter ?? for more actions
AR Add ROI
VR ROI View/Edit
Select Action: Quit//

Example – Viewing an Active ROI

Select Action: Quit// VR ROI View/Edit

Patient ROI Information Jul 28, 2008@11:56:41 Page: 1 of 1
ROI Management for Patient: IBPATIENT,TWO I1111

IBPATIENT,TWO has the following ROI on file:

Drug: FENOPROFEN 300MG CAP
Insurance Company: IBINSUR1
Effective Date: 06/01/08
Expiration Date: 05/31/09
Status: Active
Comment: TESTING

Date ROI Added: 07/28/08
User Adding Entry: IBUSER,ONE
Date ROI Last Updated: 07/28/08
User Last Updating: IBUSER,ONE Date Last Used: 07/28/08
Enter ?? for more actions
Edit ROI

Select Action: Quit//

Example – Editing an ROI

An example of changing the status of a n ROI from active to inactive.

Select Action: Quit// E Edit ROI

EFFECTIVE DATE: JUN 1,2008//
EXPIRATION DATE: MAY 31,2009//
ACTIVE?: YES// **N NO**
COMMENT: TESTING//

Patient ROI Information Jul 28, 2008@12:47:09 Page: 1 of 1

ROI Management for Patient: IBPATIENT,TWO I1111

IBPATIENT,TWO has the following ROI on file:

Drug: FENOPROFEN 300MG CAP
Insurance Company: IBINSUR1
Effective Date: 06/01/08
Expiration Date: 05/31/09
Status: **Inactive**
Comment: TESTING

Date ROI Added: 07/28/08
User Adding Entry: IBUSER,ONE
Date ROI Last Updated: 07/28/08
User Last Updating: IBUSER,ONE
Date Last Used: 07/28/08
Enter ?? for more actions

Edit ROI

Select Action: Quit// QUIT

Patient ROI Management Jul 28, 2008@12:47:14
ROI Management for Patient: IBPATIENT,TWO I1111

Page: 1 of 1

S Drug	Insurance Co.	Eff Date	Exp Date
1 I FENOPROFEN 300MG CAP	IBINSUR1	06/01/08 thru	05/31/09

Enter ?? for more actions

AR Add ROI

VR ROI View/Edit

Select Action: Quit//

Service Connected Determination Change Report [IB SC DETERMINATION CHANGE RPT]

The Service Connected Determination Change Report [IB SC DETERMINATION CHANGE RPT] was added to the Patient Billing Reports Menu [IB OUTPUT PATIENT REPORT MENU]. This option creates a report with patients that have prescriptions and Service Connected determination changes for a specific time period to assist with copay resets. The report can be generated for Service Connected (SC) to Non-Service Connected (NSC), NSC to SC, or both types of service connection changes. The user can also select a specific timeframe of service connected activity for one patient or all patients. Based on the user's input to these prompts, the report will determine if there were any prescriptions ordered for the patient during the timeframe selected and will display relevant information to the user to assist with determining if a copay reset is necessary.

Example:

Select Patient Billing Reports Menu Option: SC Service Connected Determination Change Report

Select one of the following:

S SC to NSC
N NSC to SC
B Both

Select Change Type or (B)oth: B// oth

Select Activity Timeframe Days: (1-999): 30// 999

Select one of the following:

P ONE PATIENT
A ALL

Display One (P)atient or (A)ll: A// LL

DEVICE: HOME// ;80;999 UCX/TELNET

SERVICE CONNECTED STATUS CHANGES for period 9/1/05 - 5/27/08										Page: 1	
Patient			Effective Date	Service connected	Eligibility code	SC %	Enrollment priority				
RX#	Fill#	DOS	Bill#	ECME#	Copay/Insurance						
IBSCDC, ONE 2222			1/1/08	Y	SC	LESS THAN 50%		25	GROUP 3		
			2/7/08	N	NSC				GROUP 8		
100500	0	2/7/08	K8000ECe	406	p-OPINSUR1						
100506	0	2/12/08	K8000GNe	412	p-OPINSUR1						
100540	0	2/27/08	K8000H9	449	p-OPINSUR1						
100546	0	2/27/08	K8000GPe	456	p-OPINSUR1						
100549	0	2/27/08	K8000H9	459	p-OPINSUR1						
IBSCDC, TWO 2828			12/29/07	Y	SC	LESS THAN 50%		20	GROUP 3		
			12/29/07	N	NSC				GROUP 8		
100505A	1	2/26/08	K8000H5	413	p-IBINSUR1						
100524	0	2/14/08	K8000GJe	431	p-IBINSUR1						
100525	0	2/14/08	K8000GKe	432	p-IBINSUR1						
100531	1	2/26/08	K8000H5	438	p-IBINSUR1						
100532	0	2/20/08	K8000GLE	439	p-IBINSUR1						
100533	0	2/20/08	K8000Gie	440	p-IBINSUR1						
100538	0	2/26/08	K8000H5	445	p-IBINSUR1						
IBSCDC, THREE 9999			2/27/08	N	NSC				GROUP 8		
			3/3/08	Y	SC	LESS THAN 50%		25	GROUP 3		
100553	0	3/3/08	K8000H8e	463	p-DEVELOPMENT INS						
100666	0	3/26/08	K8000RB	585	Copay						

2.1.2. Modified Options

Enter/Edit Billing Information [IB EDIT BILLING INFO]

The software supporting this option was modified to support ROI tracking.

ROI Identifier on Screen 7

When Autobiller creates a claim or if a claim is manually created and the DEA Special Handling field of the Drug has the "U" indicator, the Sensitive Flag will automatically be changed to YES on Screen 7 of the Billing Screen.

Prevent Bill Authorization

If a bill has the Sensitive Diagnosis question answered YES and the ROI form completed is not YES, an error will display in the National Edits error listing when the user is attempting to complete the bill. Authorization of the bill will not be allowed in this case until those fields are updated.

Example

```
IBPATIENT,ONE      666-26-9877      BILL#: K8000NC - Outpat/UB04      SCREEN <7>
=====
                                BILLING - GENERAL INFORMATION
[1] Bill Type       : 131              Loc. of Care: HOSPITAL - INPT OR OPT (INCLU
    Covered Days:   UNSPECIFIED        Bill Classif: OUTPATIENT
    Non-Cov Days:   UNSPECIFIED        Timeframe: ADMIT THRU DISCHARGE
    Charge Type    : INSTITUTIONAL     Disch Stat:
    Form Type      : UB-04              Division: ANYVAMC
                                      Div. Taxonomy: UNSPECIFIED
                                      Assignment: YES
[2] Sensitive?     : YES
    R.O.I. Form    : NOT COMPLETED
[3] Bill From      : MAR 30, 2008      Bill To: MAR 30, 2008
[4] OP Visits      : UNSPECIFIED
[5] Rev. Code      :
    OFFSET         :          $0.00    [NO OFFSET RECORDED]
    BILL TOTAL     :          $0.00
[6] Rate Sched    : (re-calculate charges)
[7] Prior Claims   : UNSPECIFIED

Run the National IB Edits:

... Executing national IB edits

ERROR/WARNING OUTPUT DEVICE: HOME//    UCX/TELNET    Right Margin: 80//

**Warnings**:
Taxonomy for the Division has no value
Taxonomy for the Billing Provider has no value
No source of admission: '2 - CLINIC REFERRAL' will be used
No discharge status: '01 - DISCHARGED TO HOME OR SELF CARE' will be used

**Errors**:
Total Charges for Bill missing or equals zero.
Attending/rendering provider name is missing
No ICD-9 diagnosis.
ROI form required for sensitive record

Do you wish to edit the inconsistencies now? NO//
```

If the drugs that contain the new Release of Information Identifier "U" in the DEA SPECIAL HDLG field are entered as part of a bill, and no ROI has been entered for them, the bill will not

be authorized. The drugs will be listed in the National IB Edits as warnings and the ROI requirement will be listed as an error.

Example

```

=====
                                PRESCRIPTIONS IN DATE RANGE
=====
1)   100981      FENOPROFEN 300MG CAP      04/13/08  ORG
2)   100982      DIPYRIDAMOLE 25MG TAB     04/13/08  ORG

SELECT NEW RX FILLS TO ADD THE BILL:  (1-2): 1,2
YOU HAVE SELECTED 1,2, TO BE ADDED TO THE BILL IS THIS CORRECT? YES// y  YES..

----- Existing Prescriptions on Bill -----

3)  100981      FENOPROFEN 300MG CAP      04/13/08  ORG
    IBEMPLOYEE,ONE      (Rx Procedure Missing  Rev Code Missing)
4)  100982      DIPYRIDAMOLE 25MG TAB     04/13/08  ORG
    IBEMPLOYEE,ONE      (Rx Procedure Missing  Rev Code Missing)

Select RX FILL:
Removing old Revenue Codes and Rate Schedules...

IBPATIENT,ONE  666-26-9877  BILL#: K8000NY - Outpat/UB04  SCREEN <5>
=====
                                EVENT - OUTPATIENT INFORMATION
<1> Event Date : APR 13, 2008
[2] Prin. Diag.: UNSPECIFIED [NOT REQUIRED]
[3] OP Visits  : UNSPECIFIED
[4] Cod. Method: UNSPECIFIED [NOT REQUIRED]
[5] Rx. Refills: FENOPROFEN 300MG CAP      Apr 13, 2008
                  DIPYRIDAMOLE 25MG TAB    Apr 13, 2008
[6] Pros. Items: UNSPECIFIED [NOT REQUIRED]
[7] Occ. Code  : UNSPECIFIED [NOT REQUIRED]
[8] Cond. Code : UNSPECIFIED [NOT REQUIRED]
[9] Value Code : UNSPECIFIED [NOT REQUIRED]
```

```

... Executing national IB edits

ERROR/WARNING OUTPUT DEVICE: HOME//  UCX/TELNET  Right Margin: 80//

**Warnings**:
Taxonomy for the Division has no value
Taxonomy for the Billing Provider has no value
No source of admission: '2 - CLINIC REFERRAL' will be used
No discharge status: '01 - DISCHARGED TO HOME OR SELF CARE' will be used
ROI not on file for prescription 100981
ROI not on file for prescription 100982

**Errors**:
Total Charges for Bill missing or equals zero.
Attending/rendering provider name is missing
No ICD-9 diagnosis.
```

ROI form required for sensitive record

Do you wish to edit the inconsistencies now? NO//

Prompt for ROI Tracking Data When Entering or Editing a Bill

When entering billing information using the menu option Enter/Edit Billing Information, if the drug has a DEA Special Handling field of "U" and no ROI tracking data is on file for the drug, the user will be prompted to enter the data from screen seven of the billing edit screens when the user is indicating that ROI forms have been completed. The data is entered into the new CLAIMS TRACKING ROI file to be used for subsequent billing determinations.

Example

```
<RET> to CONTINUE, 1-7 to EDIT, '^N' for screen N, or '^' to QUIT: 2
IS THIS A SENSITIVE RECORD?: NO// y (YES)
R.O.I. FORM(S) COMPLETED?: Y (YES)

This drug requires a Release of Information(ROI) for:
PATIENT: IBPATIENT,ONE
DRUG: FENOPROFEN 300MG CAP
INSURANCE COMPANY: IBINSUR1
FILL DATE: 04/13/08

Do you want to add a new ROI for this patient? ? NO// YES
Enter the ROI effective date for the ROI: 4/13 (APR 13, 2008)
Enter the ROI expiration date for the ROI: 4/13 (APR 13, 2008)
CLAIMS TRACKING ROI Comment:

This drug requires a Release of Information(ROI) for:
PATIENT: IBPATIENT,ONE
DRUG: DIPYRIDAMOLE 25MG TAB
INSURANCE COMPANY: IBINSUR1
FILL DATE: 04/13/08

Do you want to add a new ROI for this patient? ? NO// YES
Enter the ROI effective date for the ROI: 4/13 (APR 13, 2008)
Enter the ROI expiration date for the ROI: 4/13 (APR 13, 2008)
CLAIMS TRACKING ROI Comment:
ASSIGNMENT OF BENEFITS: YES//

IBPATIENT,ONE 666-26-9877 BILL#: K8000NY - Outpat/UB04 SCREEN <7>
=====
BILLING - GENERAL INFORMATION
[1] Bill Type : 131 Loc. of Care: HOSPITAL - INPT OR OPT (INCLU
    Covered Days: UNSPECIFIED Bill Classif: OUTPATIENT
    Non-Cov Days: UNSPECIFIED Timeframe: ADMIT THRU DISCHARGE
    Charge Type : INSTITUTIONAL Disch Stat:
    Form Type : UB-04 Division: ANYVAMC
    Div. Taxonomy: UNSPECIFIED
    Assignment: YES
[2] Sensitive? : YES
    R.O.I. Form : COMPLETED
[3] Bill From : APR 13, 2008 Bill To: APR 13, 2008
[4] OP Visits : UNSPECIFIED
[5] Rev. Code :
    OFFSET : $0.00 [NO OFFSET RECORDED]
    BILL TOTAL : $0.00
```

```
[6] Rate Sched : (re-calculate charges)
[7] Prior Claims: UNSPECIFIED
```

Generate ECME Rx Bills [IB GENERATE ECME RX BILLS]

The Generate ECME Rx Bills option within the Billing Clerk's Menu adds manual back-billing capability for electronic pharmacy bills. It allows the IB user to submit/re-submit the Rx claim electronically to the ECME for claims submission. When using the option and the drug has a DEA Special Handling field of "U" and no ROI Tracking data is on file for the drug, the user will be prompted to enter the data related to the ROI.

Example

```
Select Billing Clerk's Menu Option: ERX  Generate ECME Rx Bills

      Select one of the following:

          P          SINGLE (P)ATIENT
          R          SINGLE (R)X

SINGLE (P)ATIENT, SINGLE (R)X: P// R  SINGLE (R)X

Select PRESCRIPTION RX #: 100985          FENOPROFEN 300MG CAP

1   100985      0   APR 16, 2008 FENOPROFEN 300MG CAP

Submit the selected RX(s) to ECME for electronic billing? NO// YES
Submitting Rx# 100985 (original fill) ...

This drug requires a Release of Information(ROI)for:
PATIENT: IBPATIENT,ONE
DRUG: FENOPROFEN 300MG CAP
INSURANCE COMPANY: IBINSUR1
FILL DATE: 04/16/08

Do you want to add a new ROI for this patient? ? NO// YES
Enter the ROI effective date for the ROI: 4/16  (APR 11, 2008)
Enter the ROI expiration date for the ROI: 4/16  (APR 10, 2009)
      CLAIMS TRACKING ROI Comment:

Prescription 100985 successfully submitted to ECME for claim generation.

Request: 108779458

Claim Status:
IN PROGRESS-Waiting to start
IN PROGRESS-Building the claim
IN PROGRESS-Preparing for transmit
IN PROGRESS-Transmitting
IN PROGRESS-Parsing response
E PAYABLE
      Sent through ECME

The selected Rx(s) have been submitted to ECME
for electronic billing

Press RETURN to continue:
```

2.1.3. Modified Actions

Submit Claim to ECME

When using the Claims Tracking action Submit Claim to ECME and the Drug has a DEA Special Handling field of "U" and no ROI Tracking data is on file for the drug, the user is prompted to enter the data related to the ROI.

Example

```
BI  Billing Info Edit      TA  Treatment Auth.      EX  Exit
RI  Review Info          SE  Submit Claim to ECME
Select Action:Next Screen// SE  Submit Claim to ECME

This option sends electronic Pharmacy Claims to the Payer

This drug requires a Release of Information(ROI) for:
PATIENT: IBPATIENT,ONE
DRUG: FENOPROFEN 300MG CAP
INSURANCE COMPANY: IBINSUR1
FILL DATE: 06/02/08

Do you want to add a new ROI for this patient? ? NO// YES
Enter the ROI effective date for the ROI: 6/1  (JUN 01, 2008)
Enter the ROI expiration date for the ROI: 7/1  (JUL 01, 2008)
CLAIMS TRACKING ROI COMMENT: TESTING

Submit the Rx# 101279 to ECME for electronic billing? NO// YES

Submitting Rx# 101279 ...
```

2.1.4. Technical Modifications

Submitted to IB for Billing Determination

When submitted to IB for billing determination, if it is determined that an active ROI is not in the new CLAIMS TRACKING ROI file for a claim that has a DEA Special Handling field of "U", then the claim will be returned non-billable with a Non-Billable Reason of NO ACTIVE ROI ON FILE.

Example

```
Select Action: Next Screen// NO  New Order

Eligibility: SC LESS THAN 50%      SC%: 25
RX PATIENT STATUS: OPT NSC//
DRUG: FENOPRO
  Lookup: GENERIC NAME
FENOPROFEN 300MG CAP              MS102
    ...OK? Yes//  (Yes)

-----
Duplicate Drug FENOPROFEN 300MG CAP  in Prescription: 100885
```

Status: Active Issued: 04/03/08
SIG: ONE MOUTH EVERY DAY
QTY: 90 # of refills: 3
Provider: IBPROVIDER,ONE Refills remaining: 3
Last filled on: 04/04/08
Days Supply: 90

Discontinue RX # 100885? YES

Duplicate Drug will be discontinued after the acceptance of the new order.

Now doing drug interaction and allergy checks. Please wait...

VERB:

Available Dosage(s)

1. 300MG
2. 600MG

Select from list of Available Dosages, Enter Free Text Dose
or Enter a Question Mark (?) to view list: 1 300MG

You entered 300MG is this correct? Yes// YES

DISPENSE UNITS PER DOSE: 1// 1

Dosage Ordered: 300MG

NOUN:

ROUTE: PO// ORAL PO MOUTH

Schedule: QD (EVERY DAY)

LIMITED DURATION (IN DAYS, HOURS OR MINUTES):

CONJUNCTION:

PATIENT INSTRUCTIONS:

(ONE MOUTH EVERY DAY)

DAYS SUPPLY: (1-90): 90//

QTY () : 90// 90 Below Reorder Level.

COPIES: 1// 1

OF REFILLS: (0-3): 3//

PROVIDER: IBPROVIDER,ONE

CLINIC: MEDICAL CLINIC

MAIL/WINDOW: WINDOW// WINDOW

METHOD OF PICK-UP:

REMARKS:

ISSUE DATE: TODAY// 4/4 (APR 04, 2008)

FILL DATE: (4/4/2008 - 4/5/2009): TODAY// 4/5 (APR 05, 2008)

Nature of Order: WRITTEN// W

WAS THE PATIENT COUNSELED: NO// NO

Do you want to enter a Progress Note? No// NO

Rx # 100886 04/05/08
IBPATIENT,ONE #90
ONE MOUTH EVERY DAY

FENOPROFEN 300MG CAP
IBPROVIDER,ONE IBPROVIDER,ONE
of Refills: 3

SC Percent: 25%
Disabilities:

OSTEOMYELITIS

29% - SERVICE CONNECTED

Was treatment for Service Connected condition? NO

Is this correct? YES//

-Rx 100885 has been discontinued...

NOT BILLABLE, NO ROI - NO ACTIVE ROI ON FILE

Another New Order for IBPATIENT,ONE? YES//

2.1.5. The Post-install Procedure

Claims Tracking Non-Billable Reasons List

The ECME selectable list of non-billable reasons, contained in the Claims Tracking Non-Billable Reasons List file(#356.8), has been expanded to include the following set of Service Connected/Environmental indicators.

1. Agent Orange
2. Ionizing Radiation
3. SC Treatment
4. Southwest Asia
5. Military Sexual Trauma
6. Head/Neck Cancer
7. Combat Veteran
8. Project 112/SHAD

These Non-Billable Reasons will be added to the NAME field (#.01) of the CLAIMS TRACKING NON-BILLABLE REASONS file (#356.8). If the above non-billable reasons already exist at the site, they will not be added. The ECME FLAG field (#.02) will be populated with "1" (external value ='YES') in the CLAIMS TRACKING NON-BILLABLE REASONS file (#356.8). This will enable their selection by the user when closing a claim in the ECME package.

